

PRIVACY POLICY

Green City Security

www.greencitysecurity.com

Effective Date: March 17, 2026

1. Introduction

Welcome to Green City Security ("we," "our," or "us"). We are committed to protecting your personal information and your right to privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website www.greencitysecurity.com or use our security services.

Please read this policy carefully. If you disagree with its terms, please discontinue use of our site and services.

2. Information We Collect

We may collect the following categories of personal information:

2.1 Information You Provide Directly

- Full name and contact details (phone number, email address, mailing address)
- Account credentials (username and password)
- Payment and billing information (credit card numbers, billing address)
- Service request details, including property address and security needs
- Communications you send us via contact forms, email, or phone

2.2 Information Collected Automatically

- IP address and browser type
- Pages visited, time on site, and referring URLs
- Device identifiers and operating system
- Cookies and similar tracking technologies

2.3 Information from Third Parties

- Background verification data (where applicable for employment or service screening)
- Data from analytics and advertising partners

3. How We Use Your Information

We use the information we collect for the following purposes:

- To provide, operate, and maintain our security services
- To process transactions and send related information, including purchase confirmations and invoices
- To respond to customer service requests and support inquiries
- To send administrative communications, such as updates, security alerts, and policy changes
- To send promotional communications (you may opt out at any time)
- To analyze usage patterns and improve our website and services
- To comply with applicable laws and regulations
- To protect against fraud, unauthorized access, and other harmful activities

4. Sharing of Your Information

We do not sell, trade, or rent your personal information to third parties. We may share your information in the following limited circumstances:

4.1 Service Providers

We may share data with trusted third-party vendors who assist us in operating our website and delivering services (e.g., payment processors, cloud hosting providers, scheduling software). These parties are contractually obligated to keep your information confidential.

4.2 Legal Obligations

We may disclose your information when required by law, court order, or government authority, or when we believe disclosure is necessary to protect our rights, your safety, or the safety of others.

4.3 Business Transfers

In the event of a merger, acquisition, or sale of all or a portion of our assets, your personal information may be transferred as part of that transaction. We will notify you before your information is transferred and becomes subject to a different Privacy Policy.

5. Cookies and Tracking Technologies

Our website uses cookies and similar technologies to enhance your browsing experience. Cookies are small data files stored on your device. We use:

- Essential cookies – required for the website to function properly
- Analytics cookies – help us understand how visitors interact with our site
- Marketing cookies – used to deliver relevant advertisements

You can control cookie settings through your browser. However, disabling certain cookies may affect site functionality. To opt out of analytics tracking, you may use tools such as the Google Analytics Opt-Out Browser Add-on.

6. Data Security

We implement industry-standard technical and organizational measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction. These measures include:

- Secure Socket Layer (SSL) encryption for data transmission
- Access controls and authentication protocols
- Regular security assessments and employee training

However, no method of transmission over the internet or electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your information, we cannot guarantee its absolute security.

7. Data Retention

We retain your personal information for as long as necessary to fulfill the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law. When your information is no longer needed, we will securely delete or anonymize it.

8. Your Privacy Rights

Depending on your location, you may have the following rights regarding your personal information:

- Right to Access – request a copy of the personal information we hold about you
- Right to Correction – request correction of inaccurate or incomplete data
- Right to Deletion – request that we delete your personal information, subject to legal exceptions

- Right to Opt-Out – opt out of marketing communications at any time by clicking "unsubscribe" in any email or contacting us directly
- Right to Data Portability – request your data in a structured, commonly used format
- Right to Restrict Processing – request that we limit how we use your data in certain circumstances

To exercise any of these rights, please contact us using the information in Section 12 below. We will respond to your request within 30 days.

9. California Residents – CCPA Notice

If you are a California resident, you have specific rights under the California Consumer Privacy Act (CCPA), including the right to know, the right to delete, and the right to opt out of the sale of your personal information. We do not sell personal information as defined by the CCPA.

To submit a CCPA request, please contact us at the information provided in Section 12.

10. Children's Privacy

Our website and services are not directed to individuals under the age of 13. We do not knowingly collect personal information from children. If you believe we have inadvertently collected information from a child, please contact us immediately and we will take steps to delete such information.

11. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or the content of those sites. We encourage you to review the privacy policies of any third-party sites you visit.

12. Changes to This Privacy Policy

We reserve the right to update this Privacy Policy at any time. When we make material changes, we will update the "Effective Date" at the top of this policy and notify you via email or a prominent notice on our website. Your continued use of our services after any changes constitutes your acceptance of the updated policy.

13. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact us:

Green City Security

Website: www.greencitysecurity.com

Email: info@greencitysecurity.com

Please allow up to 30 business days for a response.

This Privacy Policy was last updated on March 17, 2026.